

Customer Service Report for the Network Branch



For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM

Snapshot Date: 11/1/2007 7:16:09 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	7	0	0	10	0	0	1	1	0	15	6
Deactivate/Close	0	0	0	240	0	0	0	240	0	0	0
Edit Account	2	0	0	7	0	0	0	1	0	8	8
General Info	1	0	0	0	0	0	0	1	0	0	22
Password Reset	1	0	0	1	0	0	0	1	0	1	2
Register/Open	3	0	0	346	0	0	0	349	0	0	0
Workstation/Add	0	0	0	21	0	0	0	0	0	21	0
Application Support											
COTS-InternetExp-GenInfo	1	0	0	0	0	0	0	1	0	0	10
COTS-InternetExp-Troubleshoot	2	0	0	0	0	0	0	1	0	1	18
General Info	0	0	0	1	0	0	0	0	0	1	0
Specialized Application	0	0	0	1	0	0	0	0	0	1	0
Update/Upgrade	0	0	0	15	0	0	0	0	0	15	0
Back Office Support											
Active Directory	0	0	0	4	0	0	0	0	0	4	0

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Backup/Restore	5	0	0	19	0	0	1	0	0	23	1
Permissions/Shares	14	0	0	2	0	0	2	0	0	14	6
Troubleshoot	3	0	0	0	0	0	1	1	0	1	5
CIT Categories											
LISTSERV	78	0	0	0	1	0	0	64	0	13	18
Conference Room Support-Equipment Setup											
Equipment Setup	0	0	0	1	0	0	0	0	0	1	0
Connectivity											
Data lines	1	0	0	3	0	0	0	1	0	3	2
General Info	5	0	0	1	0	1	1	2	1	1	6
Proxy Server	1	0	0	1	0	0	0	0	0	2	1
TCP/IP	25	0	0	11	0	0	2	10	0	24	4
Email											
Exchange Email	0	0	0	1	0	0	0	0	0	1	0
General Info	1	0	0	1	0	0	0	0	0	2	2
MS Outlook	7	0	0	2	0	0	0	1	0	8	6

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Hardware											
Acc/Periph/Replacement	1	0	0	0	0	0	0	0	0	1	5
Printers/Config/Setup	0	0	0	1	0	0	1	0	0	0	0
Printers/Troubleshoot	0	0	0	1	0	0	0	0	0	1	0
Servers/Install/Build	0	0	0	1	0	0	1	0	0	0	0
Servers/Troubleshoot	2	0	0	1	0	0	0	0	1	2	12
Local LAN											
LocalLAN/Connectivity	23	0	0	14	1	1	4	2	1	28	7
LocalLAN/General Info	1	0	0	1	0	0	1	0	0	1	2
NIH Services											
Other	0	0	0	1	0	0	0	1	0	0	9
NIHnet											
Chronic-Access	1	0	0	1	0	0	0	0	0	2	2
Chronic-DMZ	0	1	0	0	0	0	0	0	1	0	0
Chronic-FACnet	0	1	0	0	0	0	0	0	1	0	0
Chronic-NIH Customer	0	1	0	0	0	1	0	0	0	0	0

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Chronic-Other	0	1	0	0	0	0	0	0	1	0	0
Closet Access-LAN	15	2	0	0	0	0	1	0	15	1	9
HazCon-Access	0	3	0	0	0	1	0	0	1	1	23
HazCon-Core	0	1	0	0	0	0	0	0	0	1	0
HazCon-Distribution	0	2	0	0	0	1	0	0	1	0	2
HazCon-NIH Customer	0	3	0	0	0	2	0	0	0	1	0
HazCon-Other	0	5	0	0	0	0	2	0	3	0	8
Impairment-Access	6	1	0	1	0	0	1	0	1	6	7
Impairment-Bldg 12 Data Center	1	0	0	0	0	0	0	0	0	1	5
Impairment-Distribution	1	1	0	0	0	1	0	0	1	0	0
Impairment-FACnet	1	5	0	0	0	0	0	0	6	0	13
Impairment-NIH Customer	1	0	0	1	0	0	1	0	1	0	6
Impairment-Other	3	2	0	0	0	0	1	0	4	0	10
Impairment-Remote Access VPN	1	1	0	0	0	1	0	0	1	0	8
Impairment-Wireless	2	2	0	0	0	0	0	0	4	0	22

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Inquiry	16	7	0	4	0	3	2	3	9	10	7
Maintenance-Access	0	0	0	5	0	0	4	0	0	1	0
Maintenance-Bldg 12 Data Center	0	0	0	4	0	0	1	0	0	3	0
Maintenance-Core	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Distribution	0	3	0	0	0	3	0	0	0	0	0
Maintenance-DMZ	0	2	0	0	0	2	0	0	0	0	0
Maintenance-Facilities Other	0	1	0	0	0	0	0	0	1	0	15
Maintenance-Facilities Power	17	1	0	0	1	1	0	11	5	0	10
Maintenance-FACnet	0	1	0	1	0	2	0	0	0	0	0
Maintenance-NIH Customer	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Other	43	5	0	1	7	6	2	34	0	0	6
Maintenance-Remote Access VPN	0	3	0	0	0	0	0	0	3	0	0
Maintenance-Wireless	0	1	0	1	0	0	1	0	1	0	0

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Network NMS-Device Config Backup	0	21	0	0	0	5	1	0	12	3	9
Network NMS-NMS Element Manage	0	18	0	2	0	2	1	0	1	16	0
Network NMS-NMS Element Un-manage	0	7	0	0	0	0	1	0	0	6	0
Network Sec-Firewall	2	3	0	21	0	0	7	1	1	17	1
Network Sec-Other	1	18	0	33	0	2	1	0	16	33	2
Outage-Access	0	6	0	1	0	0	0	1	4	2	26
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
Outage-Core	1	0	0	0	0	0	0	1	0	0	10
Outage-Distribution	0	1	0	0	0	0	0	0	1	0	5
Outage-FACnet	0	11	0	0	0	1	0	0	10	0	5
Outage-NIH Customer	3	2	0	0	0	0	0	0	3	2	5
Outage-OpDiv	0	0	0	1	0	0	1	0	0	0	0
Outage-Other	8	5	0	0	1	0	0	7	5	0	10
Outage-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0

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Outage-Wireless	0	7	0	0	0	0	0	0	6	1	21
Server Support-DNS	4	0	0	0	0	0	0	1	2	1	5
Server Support-Other	7	1	0	5	0	1	1	1	1	9	3
Server Support-Server Admin	5	0	0	0	0	0	1	0	1	3	8
Server Support-TACACS	0	2	0	4	0	0	2	0	2	2	0
Service Prov-Access	5	0	0	3	0	0	1	0	1	6	4
Service Prov-Bldg 12 Data Center	1	1	0	0	0	0	1	0	0	1	0
Service Prov-Distribution	1	1	0	0	0	2	0	0	0	0	0
Service Prov-IP Address Admin	30	0	0	1	0	0	3	4	1	23	7
Service Prov-New Building Access	0	0	0	1	0	0	1	0	0	0	0
Service Prov-Other	15	0	0	3	0	0	2	1	10	5	6
Service Prov-Port Add	81	0	0	3	0	1	11	1	24	47	8
Service Prov-Port Change	34	1	0	2	1	1	2	0	11	22	8

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Service Prov-Remote Access Parachute	2	0	0	0	0	0	0	0	0	2	6
Service Prov-Remote Access VPN	14	0	0	8	0	1	1	6	0	14	13
Service Prov-Wireless	1	0	0	1	0	0	1	0	0	1	0
OS/390											
Connectivity-HW	1	0	0	0	0	0	1	0	0	0	0
Project Work											
Migration/Upgrade	0	0	0	1	0	0	0	0	0	1	0
Other	0	0	0	7	0	0	3	0	1	3	4
Telecommunications											
General Info	1	0	0	0	1	0	0	0	0	0	0
Unix Support											
Unix Support	0	0	0	1	0	0	0	0	0	1	0
Web Site Issue (non-CIT)											
Inaccessible	3	0	0	0	0	0	0	0	0	3	13
Other	2	0	0	0	0	0	1	1	0	0	2

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Wireless Services											
WN/Configuration/Setu p	5	0	0	0	1	0	1	0	0	3	21
WN/Troubleshoot	2	0	0	1	0	0	0	1	0	2	1
Grand Total:	521	163	0	828	14	42	78	751	177	450	4

Total Tickets Closed: 1378

Total Tickets Assigned/Pending/Checked Out: 134

Total Tickets Created: 1512